

IDAHO DEPARTMENT OF EDUCATION
Child Nutrition Programs
P. O. Box 83720
Boise, ID 83720-0027
Phone: 208-332-6820

COMPLAINT FORM

Report Complaints Regarding USDA Food Commodities

Name of Commodity: _____

Contract No.: _____ Can Code: _____ Plant No.: _____

Pack Size: _____ Packing Date on Sack or Case: _____

No. of Units Received: _____ Date Received: _____

Present Location of Commodity: _____

Condition and/or Problem: Please describe below:

Additional Comments and/or Information:

CALL THE STATE OFFICE FOR FURTHER INSTRUCTIONS.

SAVE: Photographs (Polaroid or other) of product. Can(s): Wash and flatten with top and bottom lids inserted inside, leave all labels on. Other containers: return leaving all identifying labels on.

Sponsor Participant Number: _____ Date: _____

Program Name: _____

Signature: _____ Title: _____

STATE OFFICE USE ONLY:

D.O. No.: _____ N.D. No.: _____

No. of Units Received: _____ Date Received: _____

Processor's Name: _____

Date Contacted USDA: _____ Time: _____ Person: _____

Shipments Shipped and Units: _____

COMPLAINT PROCEDURE

When a problem is discovered with any USDA Food Commodity, a complaint form must be completed. This form must be mailed to the State Office as soon as possible.

The following steps need to be accomplished by the State Office when a complaint form is received:

1. If a complaint is received over the phone, obtain as such information as possible to complete the top portion of the form.
2. Send the complaint form(s) to the State Office Commodity Clerk. The commodity clerk will fill in the bottom of the form with as much information as possible and add any additional information to the top of the form.
3. The form is then evaluated by the State Office to see which step(s) are to be performed next. One of the following choices may be made:
 - a. Notify USDA of the complaint filed.
 - b. Hold complaint for additional information.
 - c. Hold complaint to see if others have the same complaint.
 - d. No action needed, file complaint.
4. After the complaint is evaluated, you are informed of the action the State Office is taking to resolve your complaint. This is to be done within seven working days.
5. Your complaint form will be updated as more information becomes available.